

## AMENDMENTS

### Amendments to the Claims

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended) A system for providing information, the system including computer executable modules embodied on a computer readable medium useful in association with a computer which includes a processor and a memory, the computer readable medium containing computer instructions configured to cause the computer to provide information to a user comprising: a first database; means for generating a first predetermined content for storage in said first database; a second database; means for generating a second predetermined content for storage in said second database; server means; means for interconnecting said first and second databases to said server means; a plurality of transceivers; means providing access by each of said transceivers to said server means; and selector means on each said transceiver for selectively accessing said first and second content.

2. (currently amended) [[A]] The system as defined in claim 1 wherein said second predetermined content is determined by a local environment.

3. (currently amended) [[A]] The system as defined in claim 1 wherein said means for interconnecting said first database to said server means includes the World Wide Web.

4. (currently amended) [[A]] The system as defined in claim 1 wherein said transceivers are hand held devices.

5. (currently amended) [[A]] The system as defined in claim 1 wherein said first and second content includes both audio information and textual information.

6. (currently amended) [[A]] The system as defined in claim 1 wherein said means for providing access by each of said transceivers includes a wireless link.

7. (currently amended) [[A]] The system as defined in claim 1 wherein said server means and said second database are disposed in a local commercial environment.

8. (currently amended) [[A]] The A system as defined in claim 7 wherein each of said transceivers further includes means for determining the location thereof in said local commercial environment.

9. (currently amended) [[A]] The system as defined in claim 8 wherein said second database includes information specific to said local commercial environment.

10. (currently amended) [[A]] The system as defined in claim 9 wherein said transceivers are hand held devices and said selector means are activation devices carried by said hand held devices.

11. (currently amended) [[A]] The system as defined in claim 2 which further includes means for providing access to said second database by a local content provider to input second content information.

12. (currently amended) [[A]] The system as defined in claim 11 wherein said transceivers are handheld devices.

13. (currently amended) [[A]] The system as defined in claim 12 wherein each of said transceivers further includes means for tracking said transceiver within said local environment.

14. (currently amended) [[A]] The system as defined in claim 13 wherein said tracking information is provided to said local content provider.

15. (currently amended) [[A]] The system as defined in claim 12 wherein said handheld devices each include means for scrolling through selected content.

16. (currently amended) [[A]] The system as defined in claim 15 wherein said content includes both audio information and textual information.

17. (currently amended) [[A]] The system as defined in claim 1 wherein said server means includes a first server coupled to said first database and a second server coupled to said second database.

18. (currently amended) [[A]] The system as defined in claim 17 wherein said first server is coupled to said second server.

19. (currently amended) [[A]] The system as defined in claim 18 which further includes a third party database coupled to said first and second servers.

20. (currently amended) [[A]] The system as defined in claim 1 wherein said means for generating said first predetermined content includes central office production and processing means.

21. (currently amended) [[A]] The system as defined in claim 20 wherein said means for generating a first predetermined content includes pre-recorded materials or live materials.

22. (currently amended) [[A]] The system as defined in claim 2 wherein said selector means further includes means for enabling said user to access information relevant to the users location within said local environment.

23. (currently amended) [[A]] The system as defined in claim 22 wherein said relevant information is regional information within a network grid.

24. (currently amended) [[A]] The system as defined in claim 23 wherein said network grid is determined by a plurality of coordinates within said local environment.

25. (currently amended) [[A]] The system as defined in claim 22 which further includes means for providing information to send user based on said user's past history within said local environment.

26. (currently amended) [[A]] The system as defined in claim 22 which further includes means for said user to request assistance from a local environment provider relevant to a specific issue.

27. (currently amended) [[A]] The system as defined in claim 26 which further includes means for said local environment provider to assign one or more helpers to assist said user and to assess the performance of said one or more helpers.

28. (currently amended) [[A]] The system as defined in claim 27 wherein said means to request assistance further includes means for said user to specify the expertise required to provide the desired assistance.

29. (currently amended) [[A]] The system as defined in claim 28 which further includes means for said local environment provider to acknowledge said request for assistance and to inform said user when a helper will be available.

30. (currently amended) [[A]] The system as defined in claim 29 wherein said means for acknowledging said request for assistance further includes means for providing to said user the identification of the helper or helpers that will provide the assistance.

31. (currently amended) [[A]] The system as defined in claim 1 wherein said first predetermined content is determined by a remote environment.

32. (currently amended) [[A]] The system as defined in claim 31 which further includes a control office production and processing means for creating, collecting, aggregating, and distributing said first predetermined content.

33. (currently amended) [[A]] The system as defined in claim 32 which further includes means for providing access to said second database by a local content provider to input second content information.

34. (currently amended) [[A]] The system as defined in claim 33 wherein said transceivers are handheld devices.

35. (currently amended) [[A]] The system as defined in claim 34 wherein each of said transceivers further includes means for tracking said transceiver within said local environment.

36. (currently amended) [[A]] The system as defined in claim 35 wherein said tracking information is provided to said local content provider.

37. (currently amended) [[A]] The system as defined in claim 34 wherein said handheld devices each include means for scrolling through selected content.

38. (currently amended) [[A]] The system as defined in claim 37 wherein said content includes both audio information and textual information.

39. (currently amended) [[A]] The system as defined in claim 34 wherein said server means includes a first server coupled to said first database and a second server coupled to said second database.

40. (currently amended) [[A]] The system as defined in claim 39 wherein said first server is coupled to said second server.

41. (currently amended) [[A]] The system as defined in claim 40 which further includes a third party database coupled to said first and second servers